

IT Professional Technical Services Master Contract Program T#: 902TS

Statement of Work (SOW) For Technology Services Issued By:

the Office of MN.IT Services

Project Title: Data Center Relocation - Pre and Post Move

**Service Category Architecture Planning & Assessment –
Information/Data**

Business Need

MN.IT Services is relocating Data Centers currently located in the Centennial Office Building (COB) at 658 Cedar Street in St. Paul. Most of the data center equipment will move to new data center locations, named EDC4 and EDC1, which are both located in Twin Cities Metro Area. Location addresses for EDC4 and EDC1 will be provided to the Contractor that is selected.

This Statement of Work (SOW) covers only the “pre-move” preparation and “post-move” preparation tasks only. It is to be awarded to a selected vendor experienced in preparing data center equipment affected by the move. A different “Moving Contractor” for the State will be employed to physically move the securely packaged equipment from the loading dock of COB to the destination loading docks.

All Project tasks are to be performed in close coordination with MN.IT Services and other parties involved as required. MN.IT services in conjunction with its customers will determine the physical move phases and dates. Physical move of COB Data Center is likely to happen in multiple stages, stages comprising of the equipment supporting one or more client agencies. Each of these multiple transfers may be scheduled during standard business days, evening hours, weekends, and holidays to minimize the system downtime as required by client agencies.

The Contractor will be expected to execute the Project in a meticulous manner ensuring smooth transition and low risk of business function down time. In order to achieve these objectives, the Project should include detailed move requirements specifications, process definition and project management to cover all tasks involved. The tasks include planning, establishing move standards and procedures, determining and communicating schedules, physical preparation of the equipment during pre-move dismantling and post-move installing. Pre-move prep work includes marking, labeling, disconnecting, dismantling, secure packaging and loading the secure packages on to the dock. Post-move prep work includes unboxing, marking, labeling, moving from the loading dock to the data center floor, racking, stacking, and cabling and interconnecting. Final verification that the equipment has been properly reinstalled and reconnected comes through acceptance testing by MNIT Services and its client state agencies. It is essential to avoid any adverse impact on the

manufacturer's warranty currently carried by the data center equipment due to their handling during the relocation.

Data Center “Pre-Move” Environment

The “source” data center in the “pre-move” environment is a functioning data center consisting of approx. 5000 rack units of servers of various sizes housed in approx. 120 racks. Racks, servers and ports would have their assigned labels. Data center floor plan showing rack labels would be available.

The “destination” data center EDC1 is a currently operational tier 2 data center. It would have installed racks, power and interconnect cables ready to receive the assigned data center equipment.

The “destination” data center EDC4 is a brand new data center space commissioned by MNIT Services. It has empty racks, power and interconnect cables already installed and ready to receive the assigned data center equipment.

Data Center “Post-Move” Environment

The destination data centers EDC1 and EDC4 will have the respective equipment destined for them installed in appropriate racks, power and interconnect cables plugged in and ready for the power up and acceptance testing by MNIT Services and client agencies.

The empty racks, disconnected power and interconnect cables in the source data center at COB are to be left in their original place.

Project Process

The process for executing the Project must be organized for success and timely completion. Well-proven process flowcharts accompanied by detailed procedures, check lists and other project management tools that have been continuously improved based on the lessons learned by the Vendor from past experience may determine the confidence level of project success. The Project will be executed in phases, in close collaboration with the technical personnel from MNIT Services and its client agencies. The “Pre and post move” Vendor will be required to work in close collaboration and coordination with the “moving” contractor selected for the relocation project.

Initial phase of the Project may include the review of the “source” and “destination” data centers, asset lists and their topologies, and MNIT Services requirements and plans. Next phase will involve process documentation, functional requirements, and detailed project plan and task flowchart for the Project. Succeeding phases may involve preparing the destination data centers for the installation, setting up the communications and logistics, working with the “moving” contractor during the physical move in multiple stages, supporting the post-move acceptance testing, and the development of a final process flowchart incorporating the lessons learned in executing the Project.

A key element of the process is to get the certifications and approvals required to maintain the manufacturers' warranty on the relocated data center equipment. Proposals must include details of how this will be achieved.

Project Milestones

1. Project start date
2. Kickoff meeting
3. Validated Asset Inventory completed
4. Review Report published
5. Stakeholder requirements gathered
6. Project Requirements Document approved
7. Project Plan and the detailed Relocation Process Flowchart finalized
8. Execute the data center move (in stages)
9. Data center reinstalled and inspected (in stages)
10. Data center turned up (in stages)
11. "Post-move" test plan executed by MNIT Services and client agencies
12. "Post-move" test results approved MNIT Services and client agencies
13. Relocation lessons learned meeting
14. Relocation Process Flowchart updated based on lessons learned
15. Post-move warranty certification obtained
16. Project end date

Note: The project milestone 8 belongs to the "moving" contractor as their primary responsibility. Many of the other milestones will need close collaboration and coordination with the "moving" contractor.

Project Deliverables

- Meeting minutes
- Weekly status reports
- Requirements Specifications
- Source data center floor plan
- Destination data center floor plan
- Project Plan
- Relocation Project Flowchart
- Checklists and other project management tools
- Manufacturers' Warranty certifications
- "Post-move" report for the Lessons Learned Meeting
- Updated Relocation Project Flowchart
- Project completion signoff

Project Resources

This project is to be executed by the Contractor with oversight and assistance from MN.IT Services.

State procurement is responsible for the selection of the "moving" contractor.

Sponsor of the project is responsible for management oversight and budget decisions over the project.

State point of contact is responsible for obtaining necessary documentation for the current environments at the source and destination data centers and for technical and logistical decisions needed by the project.

State Project Manager dedicated to work with the Vendor on the Project and will be responsible for gathering necessary subject matter experts and other staff needed at various stages of the project.

Additional technical resources associated with the various application and database systems affected by the move will be brought in when needed, especially during the shutdown at the source data center and during the power-up and testing at the destination data center. Project Managers from respective client agencies might be involved as required.

Responsibilities Expected of the Contractor

The Contractor must:

- Maintain adequate staffing levels and requisite skill levels demanded by the project
- Provide efficient project management throughout the project
- Ensure completeness and quality of project deliverables
- Maintain adherence to the project schedule
- Avoid collateral damage to facilities and equipment from the move and, if it happens, assume monetary responsibility for the same.
- Communicate issues in a timely manner for collaborative resolution
- Follow the industry standard security procedures for data center equipment moves
- Follow the requirements for maintaining equipment warranty at each step of the Project
- Ensure appropriate plans are in place to handle contingencies

Required Qualifications (These will be scored Pass/Fail)

Following are the minimum qualifications required:

- Experience of at least two successful data centers moves of >250 servers during the last 5 years.

Desired Qualifications/ Experience and Proficiencies (These will be scored with points)

Following qualifications are desired:

- Proficiency in Project Management of critical infrastructure projects
- Expertise in data center layouts and installation best practices
- Familiar with Computer System operations
- Familiar with Storage system operations
- Familiar with Networking system operations
- Experience in Crisis Management.

Proposals and Pricing

It is estimated that the total server equipment to be relocated to EDC1 and EDC4 makes up about 5000 rack units. Most of the server equipment varies from 1 rack unit to 10 rack units in size.

The Project may be completed in a total of up to 10 moves, each move comprising of 500-1000 rack units worth of server equipment. Number of moves as well as dates and schedules for each move will be determined by the State.

Vendors' proposals should describe the processes they will implement and tasks they will execute for meeting the requirements listed in this Statement of Work. They should be in sufficient detail to differentiate themselves from other competing proposals.

Project pricing should contain two components.

First component of pricing covers all the tasks except the physical move from the source loading dock to the destination loading dock. It includes dismantling the source data center to bringing the securely packaged equipment to the source loading dock and from the destination loading dock to the destination data center floor, completing the installations and power and cabling hookup at the destination data centers. This price component should be quoted in dollars per rack unit of equipment relocated. Since the data center is made up of equipment of different rack unit sizes, different 'per-rack-unit' prices may be quoted.

Second component of pricing covers the project management tasks performed by the Vendor. In broad terms, these tasks include the requirement specifications, process definitions and project planning tasks undertaken before the physical move is attempted. If this cost is quoted in dollars per person hour, estimated total person hours for the Project should be included in the quote. All of the planning and project management tasks are performed in collaboration with the Project Manager and other staff as required from MNIT Services.

Following table is just a suggested method for quoting the pricing:

Item	Unit price in \$	Quantity	Extended price in \$
Server (size A-B)	R	K	R*K
Server (size C-D)	S	L	S*L
Server (size E-F)	T	M	T*M
Server (size G-H)	U	N	U*N
Server (size I-J)	V	P	V*P
Project Management	W per hour	Q (Total estimated hours)	W*Q
Total Project pricing			Total column sum

Note: * indicates multiplication. Different unit prices for various server sizes if applicable, e.g. size A-B might be rack units 1-3.

Contract Process Schedule

- | | |
|--|--------------------|
| • Deadline for Questions | 8/6/2013, 3:00 CDT |
| • Anticipated Posted Response to Questions | 8/7/2013, 3:00 CDT |
| • Proposals due | 8/8/2013, 3:00 CDT |
| • Anticipated proposal evaluation begins | 8/8/2013 |
| • Anticipated proposal evaluation & decision | 8/12/2013 |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 8/6/2013, 3:00 CDT:

Name: Ullas Kamath

Department: MN.IT Services Telecom Division

Email Address: ullas.kamath@state.mn.us

Questions and answers will be posted on the MN.IT Services website by approximately 8/7/2013, 3:00 CDT (http://mn.gov/buyit/statements/mcp902ts_active.html).

SOW Evaluation Process

- Qualifications (Experience and Proficiencies) - 35%
- Proposed Process (Work Plan) - 35%
- Cost - 30%

This SOW does not obligate the State to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

- Introduction
 - a) Company overview
 - b) Company history, growth
 - c) Company experiences relevant to the Project
- Proposed process for the Project (work plan) – be specific while providing sufficient detail to differentiate your proposal from the others
- Detailed response to the required and desired qualifications:
 - 1) Required experience with similar projects – please be very specific and demonstrate how it meets the Pass/Fail Criteria; and,
 - 2) Desired experience and proficiencies – describe in sufficient detail suitable for evaluation with points
 - 3) References: Provide three that will be able to provide information that has high degree of relevance to the Project.
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

All proposals must be submitted via e-mail to:

Name: Lynette Podritz, Contract Manager

Email Address: MN.IT_Contracts@state.mn.us (Please note there is an underscore _ that is between MN.IT and the word Contracts.)

Subject line: Data Center Move

Late proposals will not be considered or evaluated.

The project response format must include detailed answers and descriptions of work to be performed to meet the requirements of the SOW.

Cost Proposal

The cost proposal must be a separate attachment within the email.

The price and terms proposed should be good for a minimum of six months following the date submitted. All costs incurred in responding to this SOW will be borne by the responder.

The state does not make regular payments based upon the passage of time; it only pays for services performed or work delivered after it is accomplished.

Proposals will be evaluated on "best value" as specified in this SOW.

The cost proposal will not be opened by the evaluation committee until after the qualifications points are awarded.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order.

The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this Contract by Contractor, or Contractor's agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the State, to the extent caused by Contractor's:

- a) Intentional, willful, or negligent acts or omissions; or
- b) Actions that give rise to strict liability; or
- c) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this Contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder

agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us.

For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by:**

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.